

Come work at CDSS where . . .

People come First!

Exciting Opportunity at the California Department of Social Services...



Associate Information Systems Analyst (Spec)

**Salary Range \$ 4,619 - \$ 5,897
Full Time - Permanent**

EMPLOYMENT OPPORTUNITY

Are you looking for a challenge, a chance to learn something new? We are seeking a highly motivated individual to join our Customer Support Team. The incumbent is responsible for providing overall on-site information technology support to the Community Care Licensing Division staff in San Jose.

Duties include: Diagnose and resolve the most difficult system and operational problems, document IT problems and resolutions via a call tracking database system, coordinate problem resolution and interact in a professional manner with all levels of departmental staff.

Desirable qualifications: Excellent communication skills and a strong background in computer technology. Experience in documentation writing, providing IT training, and proven organizational and time management skills. Exercise good judgment in providing assistance, consultation, and communication to all levels of staff. Experience with Microsoft Windows XP, Office 2007, Lotus Notes, Active Directory, System Management Server; and BlackBerry support are also desirable. The job could involve some travel within California and provide support at other offices.

Who Should Apply: State employees with current status in the classification, persons with list eligibility in a reachable rank, persons with interest in a lateral transfer from an equivalent class, or reinstatement. All interested applicants must submit a resume, and a standard State Application Form STD 678, with an original signature to the contact person identified above. Clearly indicate the basis of your eligibility in line item number 12 (Explanation) of the STD 678 (Revised 12/01).

Final File Date: Until Filled

If you are interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information:

Thomas Chin
(916) 323-6216



INFORMATION SYSTEMS DIVISION
Associate Information Systems Analyst (Specialist)

763-1470-XXX

Duty Statement, Revised 06/08/2010

Under the general direction of the Data Processing Manager I (DPM I), the Associate Information Systems Analyst (AISA) is a team member of the Personal Computer Administrator (PCA) Support Office and is responsible for providing overall on-site support of information technology (IT) systems, processes, and procedures.

The AISA has responsibility for the general functional areas of on-site IT related to: 1) workstation maintenance, 2) data security, 3) printing, 4) application support, 5) problem resolution and correction, and 6) record keeping.

A. Specific Job Assignment:

- 50% Provides first level IT support primarily to the Community Care Licensing Division, and to other Divisions of the Department of Social Services when needed. This includes periodic maintenance of workstations and printers, and reconfiguration of workstations, upgrades of hardware and software, maintaining any needed documentation. Resolves day-to-day technology problems in compliance with the Department's Customer Service Support model. Assists users with special IT configuration needs due to any disabilities they may have. Diagnoses and resolves system and operational problems. Provides first-level support of BlackBerry devices. Tracks and supports all non-standard applications, software, and hardware. Notifies users and management of any IT announcements; i.e., software pushes, IT incidents, or planned outages. Acts as liaison between users, the DSSnet Help Desk, other Information Systems Division (ISD) staff, and service contract vendor technical staff to resolve the most difficult problems that may be encountered dealing with network, software, hardware, or printing problems. Tracks all issues and problems in the Department Help Desk tracking system.
- 30% Provides support for legacy systems and new systems in compliance with Department Standards. Documents and maintains an accurate inventory of information technology assets. Analyzes and recommends procurement for customer-specific business solutions. Understands and complies with the Department's Information Security Plan. Documents performance metrics as stipulated in the customers' Service Level Agreements.
- 20% Provide information, one-on-one, or group training to users on effective use of hardware and applications. Assesses IT training needs and provides or recommends training as needed for the customers. Keeps the customers abreast on IT developments.

B. Supervision Received:

The AISA receives general direction from a DPM I who will ensure staff is sufficiently aware of the section, bureau, branch, division, and departmental goals and policies to support them through project activities and management actions.

C. Supervision Exercised:

None.

D. Administrative Responsibility:

The AISA is responsible for on-site IT technical support, procurement, and deployment for a specific customer base including the maintenance of effective policies and procedures.

E. Personal Contacts:

The AISA has routine contact with state and private sector entities including Executive, managerial, consultant and/or technical staff.

F. Actions and Consequences:

The Section provides the IT foundation for one half of the on-site services throughout the Department. The Department, in turn, services the citizens of California by providing social services. High quality, appropriate deployments and use of the IT infrastructure is crucial to servicing the needs of California citizens. Failure to provide IT support users may result in staff frustration, non-productivity, and failure of Department's staff to complete mandated duties.

G. Other Information:

The incumbent must possess strong analytical skills, excellent interpersonal and communication skills, and be able to work independently with a variety of people at all levels. The job could require some travel within California and provide support at other offices. The incumbent must be able to lift and carry PC equipment which can weigh up to 35 lbs. The incumbent must maintain confidentiality on all information gained during their employment with the Section. Experience in quality control, computer systems, management analysis, and research methodology is desirable.